

Role Title	Damp & Mould Technical Support Officer
Reports to:	Damp & Mould Project Manager
Job Family	Place
Competency Level	All Colleagues
Pay Range / Scale	SO2
<p>Purpose</p> <p>To deliver a proactive and resident-centred support service including both internal and external stakeholders within the organisation.–The Damp & Mould Technical Officer is responsible for supporting the identification, assessment, and resolution of damp and mould issues within the LBWF housing portfolio–This role is based in the Damp & Mould Team and focuses on providing support for responsive repairs, efficient management of the responsive damp & mould inbox queries, coordinating team schedules, and serving as the primary contact point to support the efforts of the Damp & Mould team who are usually conducting site visits.</p> <p>This role will primarily be office based, providing crucial support to enhance the operational efficiency overall of the Repairs Partnering team. Close collaboration with the surveyors will be essential, requiring effective communication and coordination.</p>	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	<p>The service is delivered to the quality, organisational and professional standards required.</p> <p>Customer / stakeholder expectations are managed in relation to what can be delivered.</p> <p>The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p>
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	<p>Procedures are adhered to and all information is correctly recorded and processed.</p> <p>Accurate, complete, and relevant information / records / reports are provided for internal and/or external use.</p>
Develop specialist documents / materials / activities to support / promote the service area.	<p>All materials / activities are delivered to the required standards and timescales.</p> <p>Communications are clear, well planned, and effectively targeted.</p>
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	<p>Expert advice, information and support are provided on the full range of issues within the field of expertise.</p> <p>Queries / complaints are effectively managed.</p>

	Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Provide the first point of contact for surveying team. Liaise between office based and field-based staff. Assist in coordinating and monitoring repair works, ensuring that contractors are delivering quality work on time and within budget.	Surveyors can allocate more time on our estates and in our residents, homes specifying and inspecting work. Assist in gathering and analysing data from site inspections, documenting the extent of damp and mould issues, and compiling reports that provide actionable insights. Contribute to progress reports, offering updates on work completed, challenges encountered, and solutions implemented.
Manage and uphold records, data, and documents utilising the Councils' established systems and processes	Systems provide an accurate representation of our assets, homes, and residents.

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Provide technical support to the Damp & Mould Project Manager, contributing to larger projects and improvement initiatives as required.	Offer expert analysis to help the Project Manager understand the root causes. Assist in developing preventative strategies to reduce future occurrences of damp and mould
Provide advice regarding the Council's stock condition.	Stock condition issues are managed through to a satisfactory conclusion, ensuring compliance with Building Safety / Housing statutory requirements and TPC contractual requirements of Principle Contractors. Programme maintenance plans are informed by evidenced stock surveys. Provide residents with clear and practical advice on how to manage and prevent future issues, ensuring they understand any lifestyle changes needed to mitigate damp.
Facilitate expenditure requests, process invoices and various financial documents, manage payments and expense claims, and perform additional finance administration as required.	Accurate and timely process of expenditure requests, invoices, and payments
Leverage systems to optimise the prioritisation of tasks	Consistent and timely delivery of tasks.
Create documents, reports, correspondence from the information provided, using standard formats and software, including providing administrative support for large mail outs.	Timely creation and dispatch of documents, maintaining a consistently high standard of quality. Assist with updating the asset management database with inspection outcomes and project progress.
Lead on evaluating the contract compliance of specific projects and works as required.	Compliance with MHCLG Building Safety Consolidated Guidance. Change initiatives are successfully integrated and implemented across all impacted service areas in accordance with the MS TPC contract requirements.

	Value for money is balanced against Building Safety compliance and maximised. Ongoing savings and Building Safety Compliance secured.
Work in a matrix management style with colleagues through the Assets Division and other Housing Services	Council Policy, Housing Strategy, Assets, and other Service plans are delivered. Resident services are maximised.

Nature of Contacts

Day-to-day contact typically involves Heads of Service and Senior Managers across the authority, contractors, external agencies, and organisations, providing advice regarding stock condition.

The role will involve direct contact with members of the public. Because of this, the postholder will need to demonstrate sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.

Manage a caseload of properties, prioritising inspections and repairs based on severity and urgency of damp and mould issues.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Has regard to the requirements of Service plans, Housing Asset Management Strategy, TPC contractual requirements, MHCLG Consolidated Guidance, Statutory Building/Health, and Safety requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures, TPC contractual requirements, Building /Health, and safety requirements.

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

The Council's stock is over 10,000 homes.
The Housing Asset Management budget is over £20m p/a.

Resourcing

<p>Budget Responsibilities: No direct budget responsibility, but ensure cost-effective solutions are recommended.</p> <p>Supervisory Responsibilities: Nil direct - matrix management of other staff within the Housing Assets Division.</p>
<p>Knowledge, Skills and Experience</p> <ul style="list-style-type: none"> • Strong communication and interpersonal skills. • Attention to detail and a commitment to quality. • Basic knowledge of repairs and maintenance. • Able to work in an inclusive manner with staff and residents. • Ability to use mobile devices for documentation and reporting. • Good command of IT, including Microsoft Office applications – Outlook, Word, Excel and PowerPoint. • Customer-focused approach and a willingness to engage with residents.
<p>Indicative Qualifications</p> <p>LBWF are committed to supporting the successful candidate in a BSc Building Surveying qualification.</p> <p>The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.</p>